

April 9, 2001

To: DSHS Regional Administrators
ESD Regional Directors

From: Nelson Meyers
Assistant Commissioner
WorkSource Operations Division

Michael W. Masten, Director
Community Services Division

Subject: WPLEX

The WPLEX redesign team has completed their work and is ready to present their new service delivery strategy to field staff. We recognize the need to reconnect the work WPLEX is doing to local operational strategies. The new program delivery design and performance measures are focused to influence caseload reduction by working with clients rapidly and more intensely to reduce the number of clients that return to TANF and increase the number of clients that exit TANF. The goal is that every WorkFirst customer have access to job retention and wage progression services through Job Success Coaches, local ESD staff or WPLEX staff. Post-employment services are being offered to WorkFirst customers targeting their needs and allowing clients to help define where and how they access services.

Three performance measures are being used to determine the success of WPLEX in assisting customers with wage progression, job retention and skill enhancement.

- Percentage who receive higher earnings following the first quarter of employment (baseline quarter)
- Percentage of returners to TANF within 12 months of exit
- Percentage of clients who combine employment and training within six months of WPLEX referral

Performance measure reports will be available by CSO to both WPLEX staff and local office staff monthly.

Coordination with local service delivery is critical for WPLEX to be able to work effectively. Therefore, we are requesting you assist WPLEX management staff to schedule Regional meetings with the WorkFirst supervisors from DSHS and ESD to identify contact points and further refine roles so WorkFirst clients are provided seamless service delivery as they move beyond their first employment.

Attached is a draft of roles that WPLEX has identified that they would like to coordinate within the local service delivery system.

Cc: DSHS WorkFirst Regional Coordinators
ESD WorkFirst Regional Coordinators
Ed Clark

DRAFT

Roles for WPLEX interface with local WorkFirst service delivery

WPLEX staff:

- Provide job retention and wage progression services for customers not being served by coaching staff or local service delivery staff.
- Focus on customers who are working on or off the grant.
- Work with customers as they appear in the Q and customers referred directly by local ESD WorkFirst staff and DSHS casemanagers. (Priority Referrals from DSHS Case manager or ESD WorkFirst to WPLEX for service – e-mail name, JAS ID number)
- Develop contact network between DSHS case manager, ESD WorkFirst staff and CTC staff
- Refer back to local offices for service those customers who have lost their job and need additional job search services.

DSHS Case managers:

- Let WorkFirst customers know that WPLEX is there to provide them services for wage progression and job retention.
- WPLEX staff will refer back to DSHS casemanagers customers identified as needing additional assistance to deal with social issues that prevent them from being successfully employed.
- Refer to WPLEX for job retention assistance WorkFirst customers that are working and not receiving assistance from JSCI, local contractors or local Job Service staff.

Local ESD WorkFirst staff:

- Recommend an established timeframe of 30,60 or 90 days for local service delivery staff to provide job retention or wage progression services for all customers not attached to job success coach. (This is dependent on the current staff capacity at local offices to provide other services beyond initial job search – recommend post employment services targeted to “returnees” who have lost their job and assisting customers who are only working 20 hours a week and still on grant.)
- Customers working 20 or more hours a week will appear in the WPLEX Q so local offices will need to code the 03 screen with RS for the length of time they are working with customers
- Use e-jas as communication link between the WorkFirst staff and WPLEX Q staff.

Job Success Coaches:

- Attached during the job search process
- Coded in the system to prevent entry into WPLEX Q's
- JSCI coaches provide job retention and wage progression services for two years following initial employment
- WPLEX will not provide services unless requested by a coach

WTW, LEP, TRIBAL Contractors

- Customers being served by these contractors need to be coded in the system as JSCI coaches so they will not appear in the WPLEX Q's

CTC

- Contact referrals from WPLEX to provide information and services that assist them to remain in school.
- Follow-up with ESD co-located staff for continuing assistance while the customer is enrolled in training.